

**28 APRIL 2021**

## **Investor Presentation – Government and Justice**

ReadyTech Holdings Limited (ASX: RDY) (**ReadyTech**) (ABN 25 632 137 216), a leading provider of mission-critical Software-as-a-Service (**SaaS**) people management systems, is pleased to present a deep dive into the recent acquisition of Open Office, a software provider in the Government and Justice segment.

**Attached** is the presentation that will be presented at today's virtual event to be held at **10.30am**, with an expected duration of 1½ hours, including Q&A.

Presenting from ReadyTech will be:

- Marc Washbourne, CEO and Co-Founder
- Phillip Simone, Chief Executive, Government & Justice

The investor event will present the following topics:

- ReadyTech's strategic positioning as a horizontal operator of vertical SaaS solutions
- Government & Justice deep dive, including Open Office product demonstration.

Participants can register at the following link:

[https://us02web.zoom.us/webinar/register/WN\\_AncFYRsVQ4-sXG6aYpeSWA](https://us02web.zoom.us/webinar/register/WN_AncFYRsVQ4-sXG6aYpeSWA)

This announcement has been authorised for release by the Chief Executive Officer of ReadyTech.

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### **About ReadyTech**

ReadyTech is a leading provider of mission-critical SaaS for the education, workforce management, government and justice sectors. Bringing together the best in people management systems from students and apprentices to payroll, employment services, and community engagement, ReadyTech creates awesome technology that helps their customers navigate complexity, while also delivering meaningful outcomes. To learn more about ReadyTech's people-centric approach to technology, please visit [readytech.io](https://readytech.io).



28 April 2021

# Investor Event

## Government & Justice deep dive and product demo

### Presenters

Marc Washbourne – CEO & Co-Founder

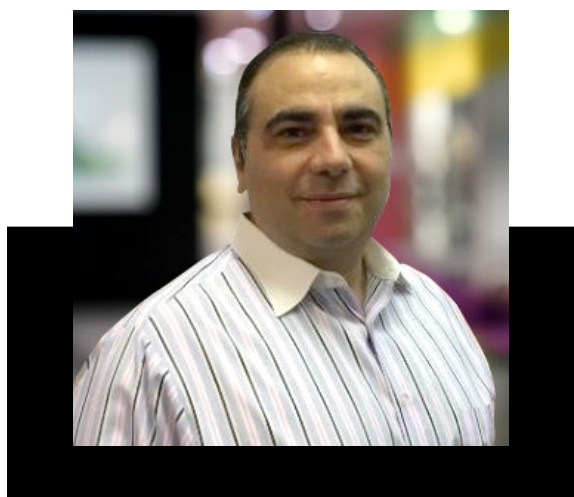
Phillip Simone – Chief Executive, Government & Justice

# Agenda



## **Marc Washbourne – CEO & Co-Founder**

- ReadyTech SaaS strategy and strategic fit of Government & Justice



## **Phillip Simone – Chief Executive, Government & Justice**

- Market opportunity deep dive
- Competitive differentiators and why we win
- Product demo (Open Office for local government)

## **Q&A session**

# About ReadyTech

**4,600+ customers**  
High recurring (subscription) revenue

Mission critical Software-as-a-Service

People-centric

Next generation cloud

Sticky customers

## Education

Student Management & Work Pathways

## Workforce Solutions

Payroll, HR & Workforce Management

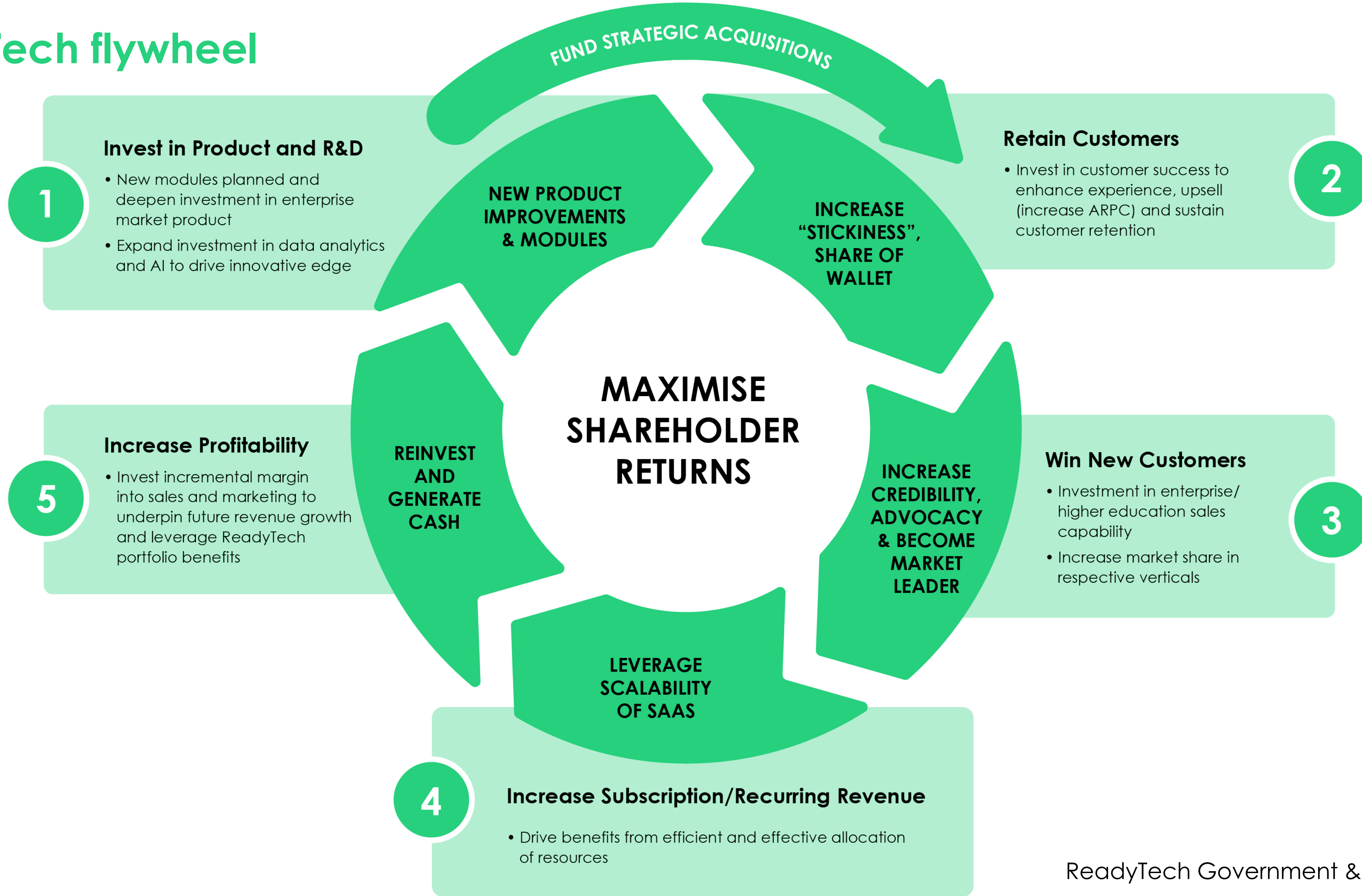
## Government

Local/State Government & Justice Case Management

NEW

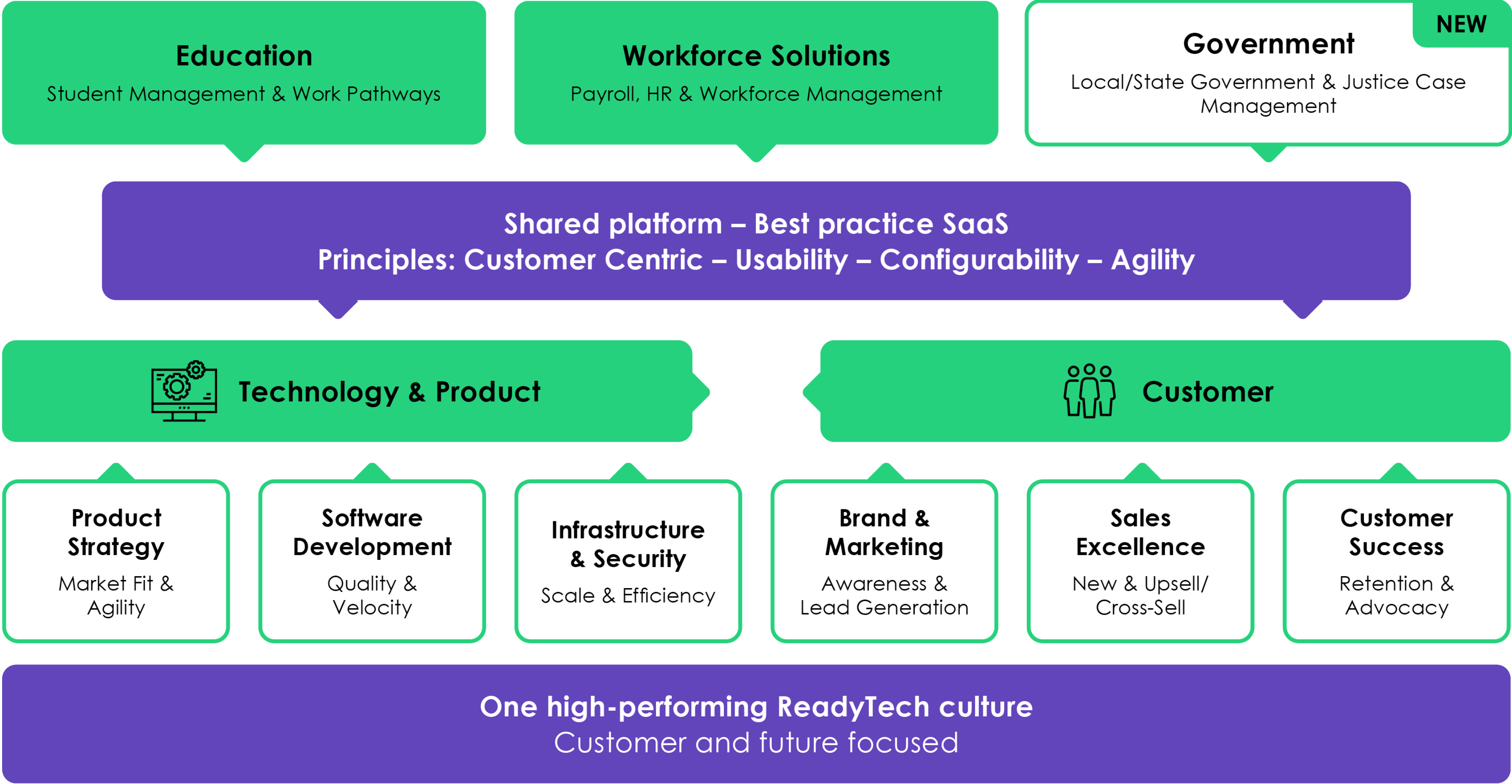
# Strategic priorities

## The ReadyTech flywheel

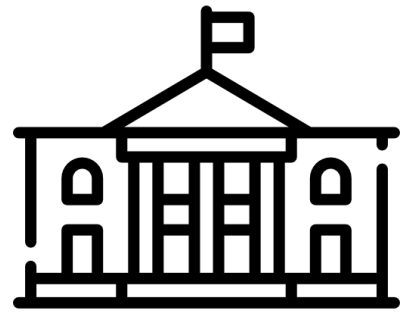


# ReadyTech's playbook

Delivering high value to segments and verticals







# Why Government & Justice?

- High levels of overlap between product, technology and customer needs and approach
- Highly attractive addressable market
  - > 500+ local councils each providing c70+ services in communities with 35,000 touchpoints
  - > Large State Government and global justice market opportunities
- Resilient end markets with public funding support
- Mission critical 'must-have' technology with a trusted and proven reputation
- Global digitisation of government services and migration to cloud and SaaS
- Beach head into UK and overseas markets to drive new growth
- Highly experienced management team with 20+ years experience and shared vision.

# Deep dive & product demo

Phillip Simone  
Chief Executive, Government & Justice



# About Open Office

20+

years experience

Leading edge,  
innovative &  
customer focused

ISO 9001  
accredited

137

Local & State Govt customers

16

Courts & Justice customers

Community & stakeholder  
engagement platform

Mobility

SaaS subscription cloud solution

 Microsoft

 amazon  
web services

Full end-to-end solution  
Any module, any platform, any device

Proven and  
highly trusted  
offering with  
track record

# Addressable market



## Local Government

- 500+ local Councils in Australia
- Targeting and best fit for medium and large councils\*

6

Mega

119

Large

212

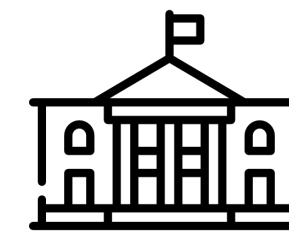
Medium

199

Small

- Citizen-centric, end-to-end community engagement platform and workflow management solutions.

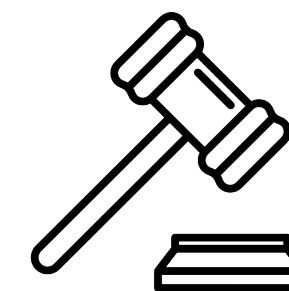
\*management estimates based on Council revenues



## State Government

Point solutions supporting specific legislative needs across:

- Health
- Environment
- Transport
- Water Authorities



## Justice

Citizen-centric justice case management solutions with large and global addressable market across:

- Courts
- Commissions
- Tribunals
- Prosecutors

# Open Office product

## The SaaS solutions offered



ASSET & PROPERTY  
MANAGEMENT



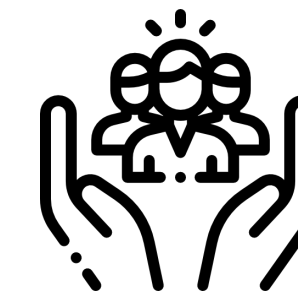
LICENSING,  
COMPLIANCE &  
ENVIRONMENT



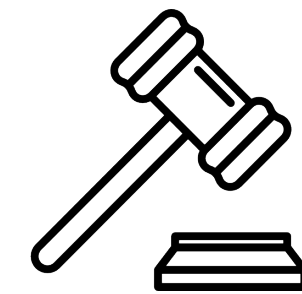
FINANCE, HR &  
PAYROLL



CUSTOMER SERVICE  
MANAGEMENT



COMMUNITY  
ENGAGEMENT



COURTS & JUSTICE  
CASE MANAGEMENT

## Distinctive value proposition that differentiates from competitors

### USER EXPERIENCE

- Citizen-centric
- Strong self-service
- Modern & intuitive UI
- Supports 'offline mode'
- Customer support excellence

### ADVANCED FUNCTIONALITY

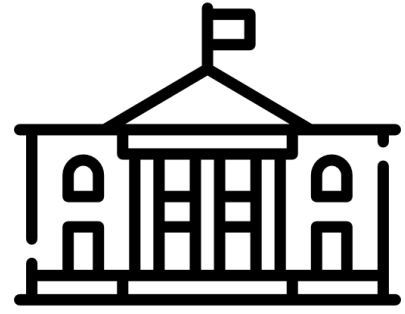
- Comprehensive end-to-end solution
- Modular flexibility
- Automated workflows
- Custom reporting
- Insightful analytics

### CUSTOMER ONBOARDING

- Highly configurable
- Repeatable process
- Rapid delivery
- Flexible integration
- Seamless migration

### ARCHITECTURE

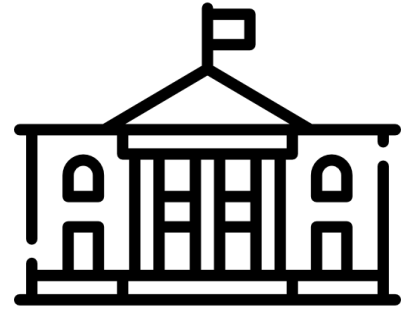
- SaaS offering
- Cloud-based
- Modern tech stack
- Mobile apps
- Highly secure



# The opportunity

## Local government market

- Estimate that over 75% of the 500+ Councils have purchased a core solution 10+ years ago
- Next generation public sector employees driving customer and digital agenda
- Digital transformation to meet needs of improved customer service and growing community expectations
- Legacy and non-cloud based technology with lack of remote access and mobility (exposed by COVID-19)
- Outside of core modules, incumbent solutions lack comprehensive functionality, true integration of modules and wider interoperability capability.



# Why we win

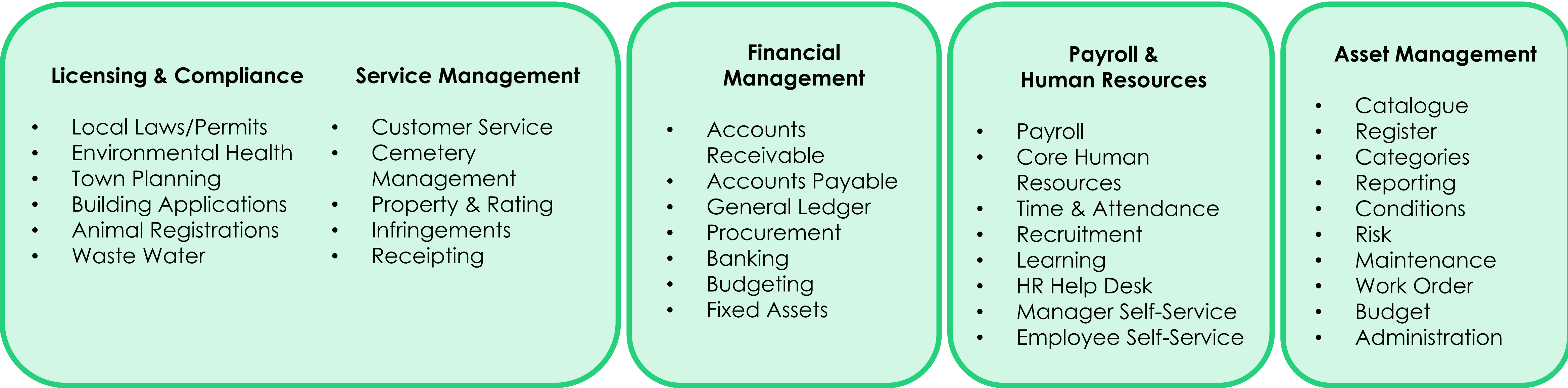
## Our compelling differentiators

- Customer-centric Community Platform supporting a 360 view of customer and connected self-service
- End-to-end solution with strong core capability and supporting modules
- Fully modular approach (over 70 modules) with a land-and-expand strategy
- True cloud and strong mobility supports remote access from anywhere, on any device
- Proven track record of customer onboarding and excellence in customer support.



# Open Office offers highly attractive end-to-end, cloud-based and modular enterprise solution

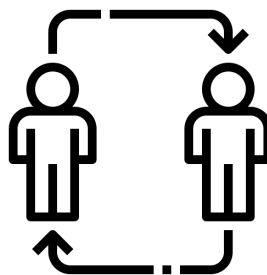
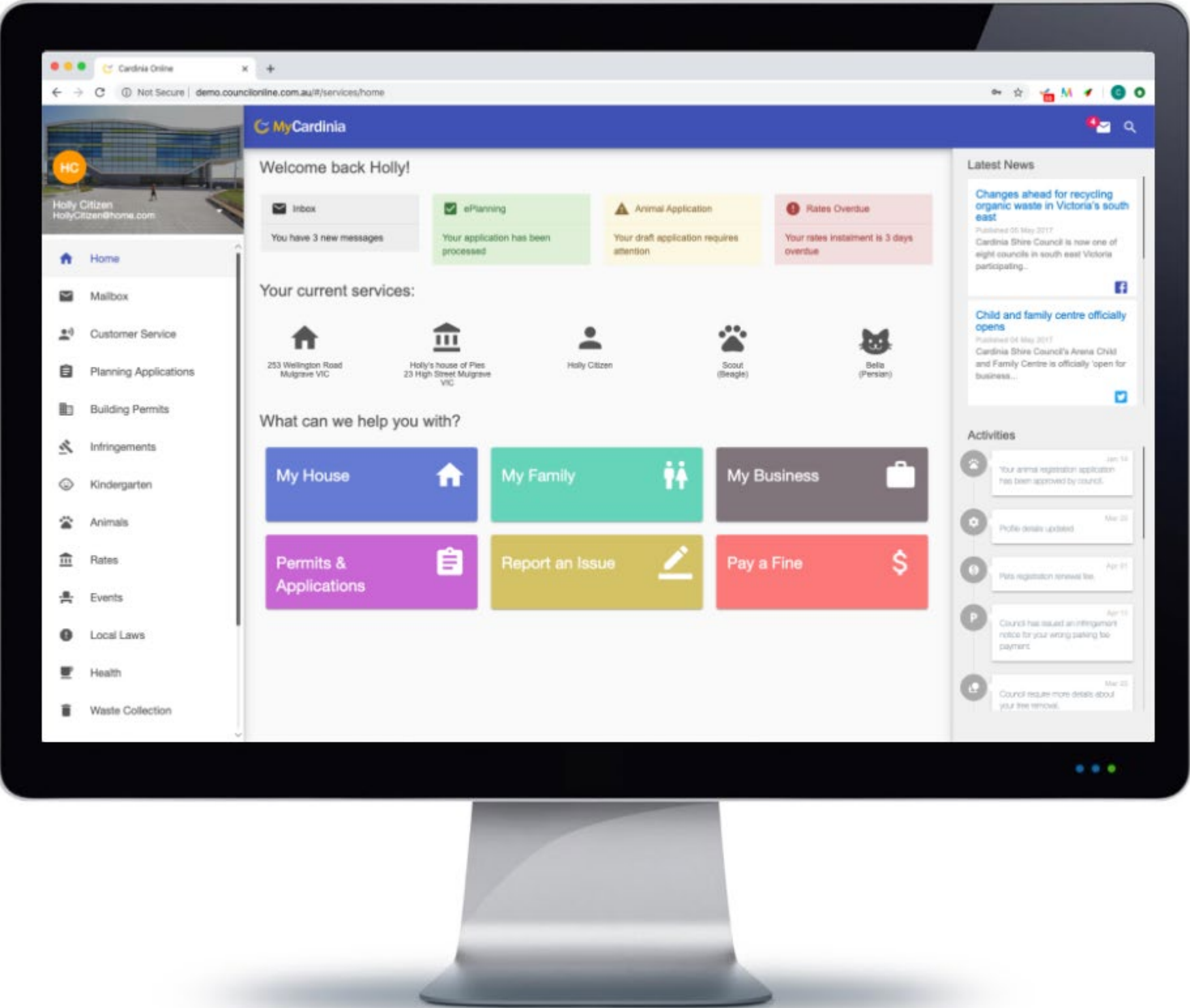
## Open Office Community Platform



Open Office Community Timeline  
Open Office Analytics & Reporting  
Open Office Mobility  
Open Office Integration Platform

## Community Engagement Platform

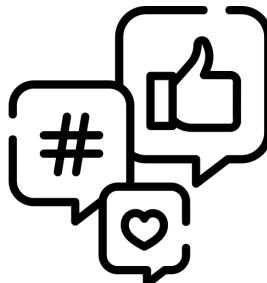
# Open Office's unique differentiator is its Community Engagement platform that supports citizen-centric service from government



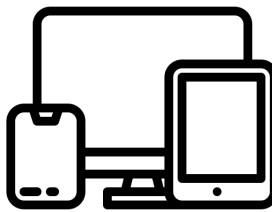
**ANY TRANSACTION**  
Take any back-office transaction and build a customer engagement.



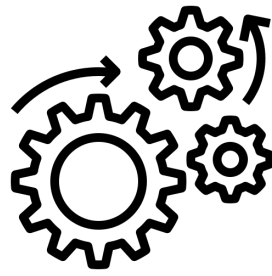
**PERSONAL EXPERIENCE**  
User profiles build a personal experience and makes data collection accurate and traceable.



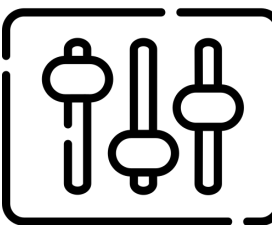
**SOCIAL INTEGRATION**  
Integration for social platforms and profile user data for personal messages and interactions.



**ANY DEVICE**  
Fully responsive design for presentation onto any device including mobile and tablet.



**HIGH AVAILABILITY DESIGN**  
Built using a high available model. Back-office systems don't have to be accessible to run transactions.

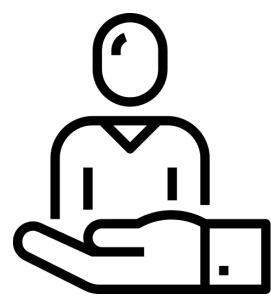


**BUILT AS A PLATFORM**  
Micro-service architecture provides a wide range of services. Style to customer's corporate branding.



# Open Office's Community platform provides the unique Community Central feature that delivers a true 360-degree customer view

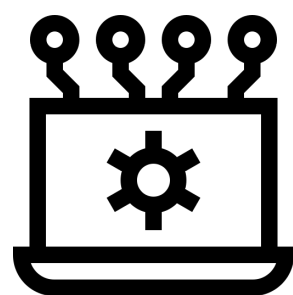
**EVERY TRANSACTION**  
View every customer change in a single location.



**EVERY MODULE**  
All customer transactions across all modules viewed in a single interface.



**OPEN API**  
Set of published APIs using the Open API standard. Connect to the swagger and view all the APIs.



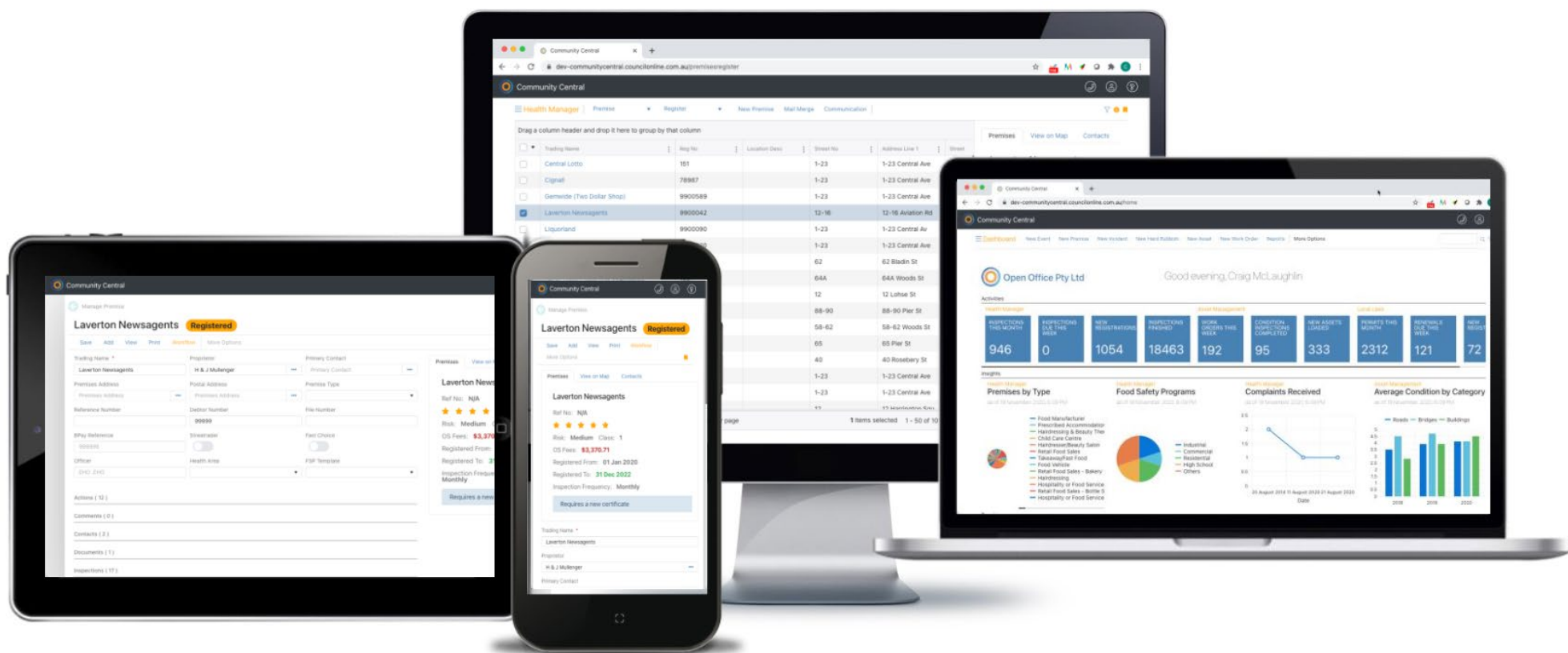
**SECURED BY USER**  
User identity is carried through all transactions allowing for fine grain security models.



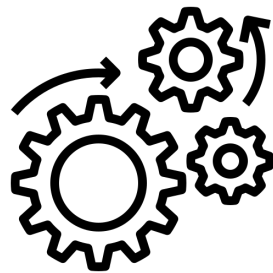
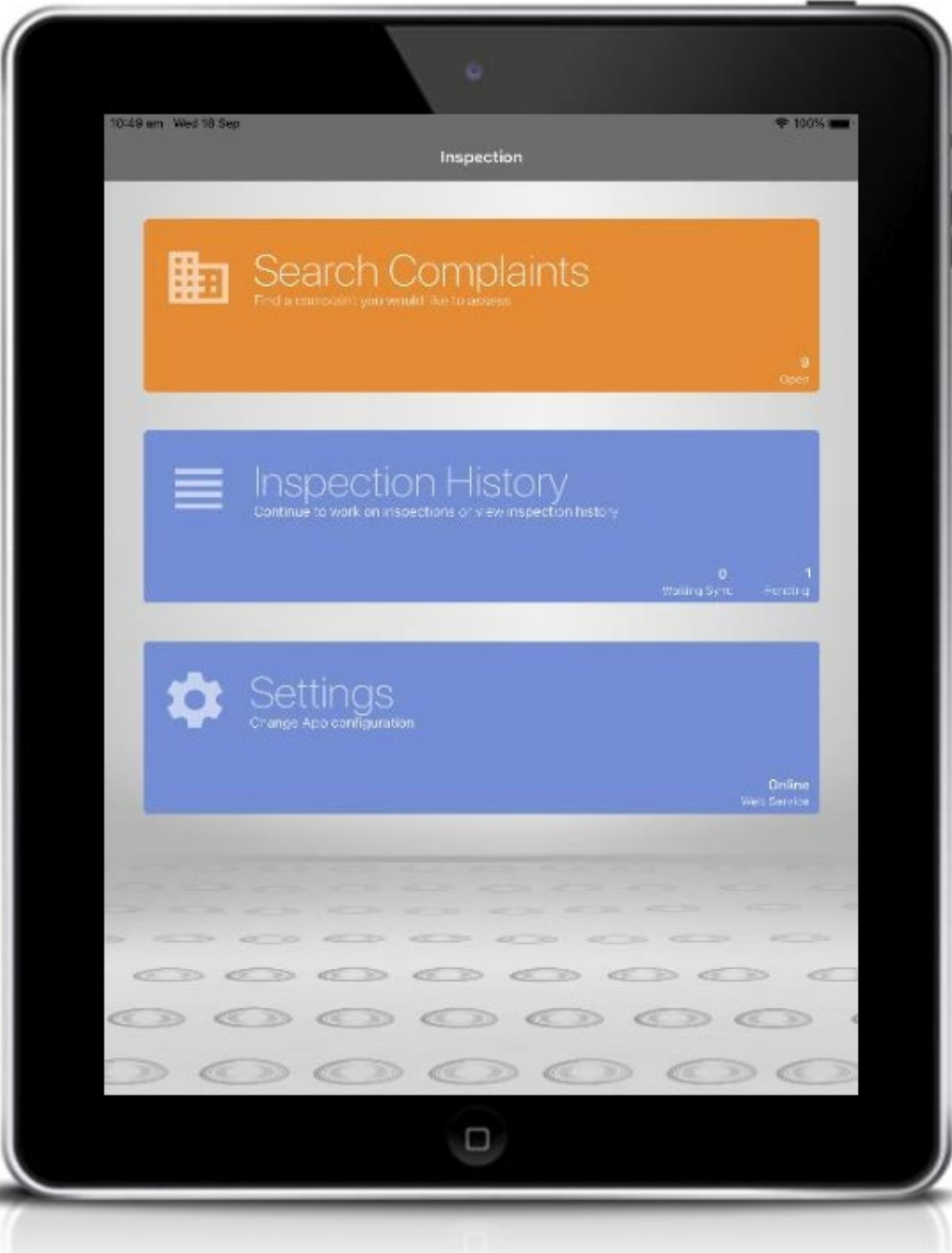
**SECURED BY MODULE**  
Open Community timeline to external modules without opening the entire dataset.



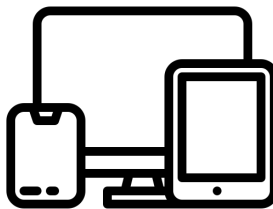
**SEARCH AND REPORT**  
Powerful search and reporting across an immutable dataset.



# Open Office provides market-leading levels of mobility that enables a mobile workforce (including ‘offline mode’)



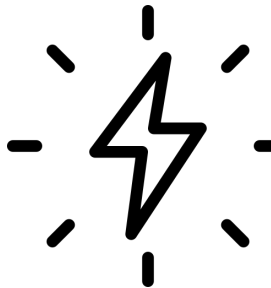
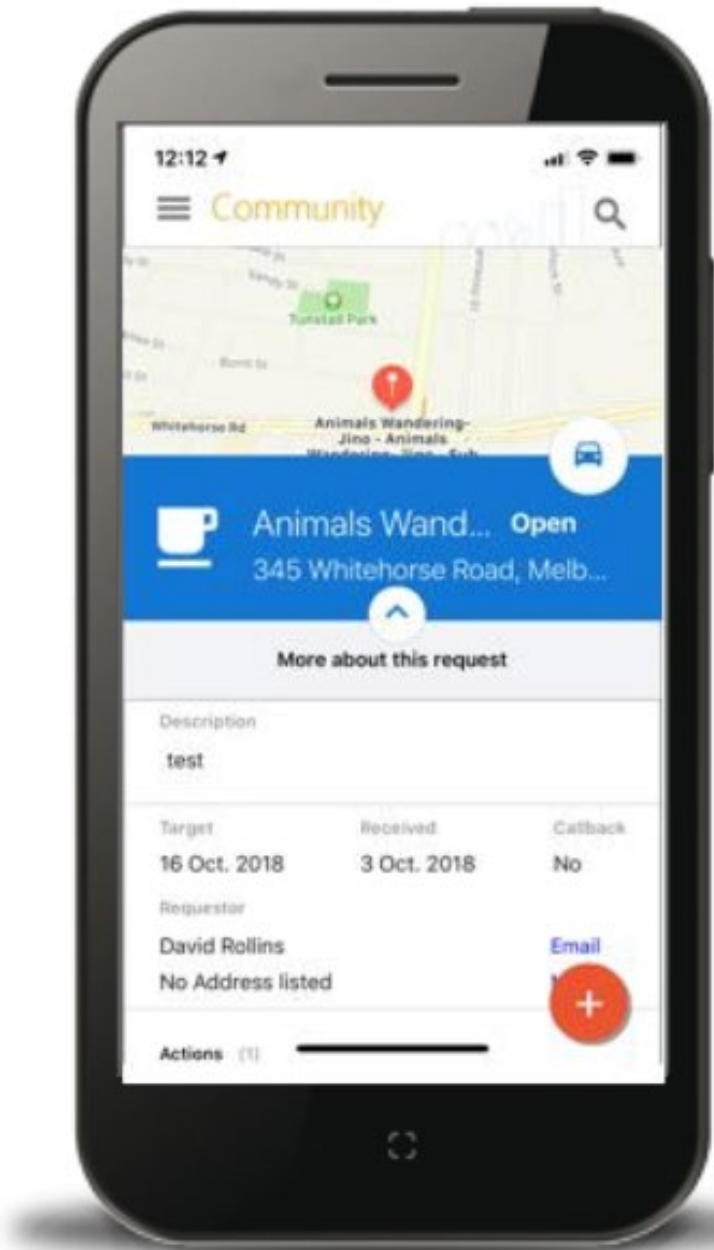
**THE RIGHT TOOL**  
Mobile solutions are designed to enable mobile transactions fit for purpose.



**TRANSACTION ANY TIME**  
A true mobile solution that allows transactions to be performed offline.



**LEVERAGE EXISTING INVESTMENTS**  
Use of existing hardware, use of existing security frameworks.



**MORE THAN ENOUGH POWER**  
Devices powerful features that are leveraged into Open Office applications.



**VIDEO AND AUDIO**  
Don't just fill the form – record transactions using video and audio.



**MDM SUPPORT**  
Support for Mobile Device Management to secure data and devices.

# Open Office product demo

# Why ReadyTech?

- Increased credibility and profile as part of larger and trusted ASX-listed technology company
- Accelerate growth with support for Brand, Marketing and Sales
- Access to wider horizontal expertise capability across:
  - > Product & Technology
  - > Customer Success and Delivery
- Strong cultural alignment, shared values and aligned commitment to customer-centric approach.

# Q&A session

# Appendix



# Government & Justice

Highly experienced management team



Phillip Simone  
Chief Executive



Jacques du Preez  
Delivery Operations Manager



Greg McCormick  
Head of Sales & Strategic  
Accounts



Craig McLaughlin  
Innovation & Development  
Manager



Peter Nanayakara  
General Manager, Justice  
Systems



Dermot O'Daly  
Service Delivery Manager



Kathleen Williams  
Product Manager